

GREAT SENSE™

TRADE WELCOME PACK



T +44 (0)1202 622 399 E Sales@greatsense.co.uk W www.GreatSense.co.uk

HOW DOES TRADE WORK?

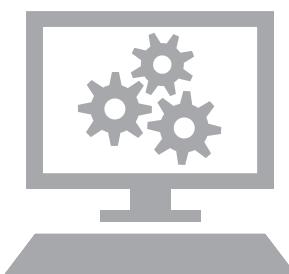
Great Sense sell to companies that want to buy quality products and sell them on at a profit through their own company. We offer a Trade service to all Hotels, Contract Companies, Garden Centres and the like. We will offer you the best price we can for the items you want to buy from us, if you buy in bulk we will negotiate an even lower price. Once your orders reach a £1000 monthly turnover, we will offer credit terms. We also include free delivery over all orders at a value of £600 or more.

Simply email the Order information to
Sales@greatsense.co.uk or to your Sales
Rep's personal email address.



GREAT SENSE™

We will give you the best price we can.
Once agreed, we will create the order on
our system and email you the invoice.



GREAT SENSE™

We use our own array of courier services,
complete with tracking numbers.



GREAT SENSE™

We have our own customer service team
ready to help, be it questions about an
item, tracking info or replacements.



START TRADING WITH GREAT SENSE™

Our Trade service, could not be easier to set-up. Simply fill out the Trade Account Form and email it back to us. We will process your Account and let you know once it is live. We will send you our product details via email and then, you are ready to place an order with us!

That's it! Now you have a Trade account with us!

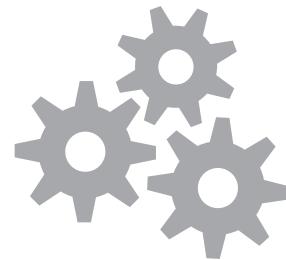
Step 1

Complete and return the Trade Account Form to us at Sales@greatsense.co.uk.



Step 2

We will process your new Account.
(Please allow up to 5 Business Days).



Step 3

You are now ready to place an order!
We will send you our product information
via email, then simply email us the order
details.



TRADE ACCOUNT FORM

Please fill out the "Trade Account Form" which you have been sent. The more information you fill out the better. Once you have finished, please email it back to us, making sure that you have read the Terms & Conditions and signed the form. If you have any questions or concerns, please feel free to give us a call or email us and we will be happy to go over it with you.

OUR NEWSLETTER

By default you will be set-up to receive our Newsletter using the primary email address we have for your account. You can unsubscribe at any time but it is **STRONGLY** recommended to stay subscribed due to the following:

Master Price File Updates

Occasionally, we will make changes to the master product file. Be it price changes or adding/discontinuing a product line. For this reason alone, being a current newsletter subscriber is very important. We will also be sending out our current Catalogue by Newsletter too, another important reason to stay.

Live Stock Catalogue

Every month we send out a digital catalogue of what we have in stock, think of it like snippets from our master catalogue to give you a visual aid to what is currently available.

Trade Show Invitations and News

We are always striving to increase the quality of our products and expand our customer base. As a result we go to as many trade shows as we can every year. Coming to see us at our trade shows is a great way to have a conversation face to face and physically check out the quality of the products we stock, as well as get insight to concept furniture for the upcoming year's furniture collection.

ORDER PROCESSING

1. Orders must be sent to us via email at Sales@greatsense.co.uk **OR** to our Salesman's personal email address.

2. Please ensure that your order has the following:

- **Delivery Recipient's Name, Full Delivery Address and Phone Number**
- **Our 6-digit REF Code, or alternatively our SKU Code** (for each product ordered)

Orders which do not have these criteria will be delayed until we have retrieved the information from you.

3. We will email you the Pro-forma invoice as soon as we have processed the order.

4. Payment should be made to us via **Faster Payments** bank transfer, on average this takes up to 2 hours to reach our account and is by far the best and quickest payment method. Alternatively, payment can be made via **BACS**. This however is not usually recommended as it can take up to 4 banking days to reach our account.

Important: We will dispatch the goods when the money is in our account so please keep this in mind when choosing a payment method from the above options.

Important: We will require a remittance advice sent to Sales@greatsense.co.uk to establish proof of payment and method of payment, which in turn gives us an indication when to dispatch your goods. If a remittance advice is not sent to us, your order may be delayed.

Please note: All accounts will be pro-forma by default. Credit terms can be negotiated once £1000 monthly turnover has been reached.

5. We will ship the item(s) as soon as possible to the designated delivery address. If you have selected a specific day for delivery, then we will deliver for that day.

SHIPPING & DELIVERY

Handling & Delivery Times

Our Handling/Lead time is 1-2 working days.

Parcels will take 1-3 working days for delivery (Approx 2-5 Working days in total including Handling/Lead time).

Pallets will take 3-5 working days for delivery (Approx 4-7 Working days in total including Handling/Lead time).

Pallets

Our larger products may qualify for a pallet service delivery. Our standard pallet delivery service is a 3-5 working day curb side delivery. Due to the pallet courier drivers contract, the driver may not be able to help to unwrap the product or take it off the pallet. The pallet will be left with the customer to dispose of. Re-deliveries in the case of a customer missing an agreed delivery date of a pallet may generate additional delivery charges.

All of our pallet deliveries will require a valid customer phone number before delivery can be arranged. Our Pallet service provider will always ring the customer to agree a date before delivery. Express or dedicated day deliveries (which will have to be communicated to us on or prior to the order) will not be valid for a book-in delivery (customer will not be phoned before delivery). Next day pallet deliveries will be more expensive and will require additional payment from the customer.

Parcels

Our parcel services will be a standard delivery without book-in confirmation to the customer. Our parcel delivery service is 1-3 working days, depending on the parcel size and location. Smaller parcels do not require a signature upon receiving the goods but the larger, bulkier ones do, this can however be signed by a neighbour but we will need your permission in writing before we can action the request.

Tracking Numbers

All of our couriers generate working tracking numbers. We can supply the tracking number upon request from your company once we have dispatched your order. By default we do not send out tracking numbers automatically.

Returns & Replacements

We are happy to accept all returns up to 28 days from the day that the customer has received the goods, whatever the reason. In this circumstance, i.e. returning because of a change of heart etc, you will have to pay for the return of the goods back to our warehouse.

Returns & Replacements: Damaged Item(s)

If the customer has a damaged item - Either received damaged or damaged during use, as long as it is within the warranty period and follows the guidelines of the warranty's cover, we will happily replace the item free of charge or offer the customer a full refund. In order for this action to take effect, we will require photos of the damage and a brief description of why/how the item is damaged sent to us via email.

The delivery quote given to you will be a standard delivery charge, representative of a typical Monday to Friday delivery schedule. Saturday, Sunday, Bank Holidays and Public Holidays will not be covered by the standard delivery charge. You will need to pay additional charges to receive the item outside of the typical working week. Please keep this in mind when discussing deliveries and order options with your sales rep.

If the customer's shipment has already left our warehouse and you are unavailable to receive the goods after five working days or you are unobtainable at the property and/or via the phone number given, you are liable for any storage fees of the parcel/pallet as it will be stored indefinitely until the customer has successfully received the goods.

In some cases, our Sales rep will deliver the goods themselves using the company van. In these situations, the sections above; "Pallets", "Parcels" and "Tracking Numbers" will not apply to this method of delivery.

IMPORTANT INFORMATION

VAT Number: GB237215913

Company Number: 10104716

Office Phone Number: +44 (0)1202 622399

Email Address: Sales@greatsense.co.uk

Trading Address/Warehouse Address:

Unit 26 Factory Road, Upton Industrial Estate,
Poole, BH16 5SL, UK

Registered Office Address:

30 Berkeley Avenue, Poole,
Dorset, BH12 4HZ, UK

Bank Details:

Barclays Bank: Poole High Street Branch
Account Number: 53881547
Sort Code: 20-68-79